

# This Computes!



**Department of Health Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin # 45**

As you are aware the State is experiencing temporary financial problems and is seeking ways to reduce expenditures. As part of that effort it will be necessary for us to reduce the hours that help is available for the CMS Net system. Effective December 19, 2003 the new hours for the CMS Net Help Desk will be from 7:00 a.m. to 5:00 p.m., Monday through Friday. There will no longer be coverage on Saturday. Should you have problems when the Help Desk is not open you can leave a message or email your questions and you will receive notification back during normal operational hours. We regret this change however it is necessary to help save money during this critical period. Once finances straighten out we will resume the old hours.

Thank you for your understanding and cooperation.

## **NEW HELP DESK HOURS**

📞 Monday through Friday 7:00 a.m. – 5:00 p.m.

## **CONTACT INFORMATION**

📞 Phone: (916) 327-2378 or toll free (866) 685-8449

📠 Fax: (916) 327-0997

✉ Email: [cmshelp@dhs.ca.gov](mailto:cmshelp@dhs.ca.gov)

With at least 48 hours prior notice CMS Net can still be made available to users during non-business hours, however, there will be no on-call support. Please contact the Help Desk to make arrangements.